



# Important Information about Bill Pay

As shared previously, 802 Credit Union is upgrading online banking services for former White River Credit Union members—including **Bill Pay**—the weekend of **February 28, 2026**. This upgrade helps us bring everything onto one system so we can serve you better, now and into the future.

You can find the latest details anytime at [www.802cu.com/partnerships/](http://www.802cu.com/partnerships/). We'll continue updating this page as we get closer, so we encourage you to check back often.

## What you should know about Bill Pay

As part of this upgrade, Bill Pay will move to a new platform. A few important things to keep in mind:

- Your current Bill Pay payees **will not transfer** to the new system.
- Any **one-time or recurring payments** you've scheduled will not carry over.
- Existing **eBills** will need to be set up again.
- After **5:00 pm on February 25, 2026**, you won't be able to schedule new payments in the current Bill Pay system.
- Payments scheduled for **February 27, 2026 or later** will not be processed.
- If you have bills due on or after February 27, you'll want to make alternate payment arrangements until the new Bill Pay service is available on **March 2, 2026**.

## Helpful improvements to Bill Pay

Our new Bill Pay system works a little differently—in a good way. Instead of funds being withdrawn on the scheduled payment date, payments are deducted **after they clear with the payee**. This gives you clearer confirmation of when payments are made and keeps funds in your account a bit longer.

You'll also enjoy **full Bill Pay functionality right in our mobile app**. That means you can **set up new payees, schedule payments, and manage your bills directly from your phone or tablet**—no need to log in on a desktop. It's simple, convenient, and designed to fit your day-to-day banking on the go.

## What we recommend

Before **February 25, 2026**, please log into your current WRCU Bill Pay and **save or print your payee list and payment history**. Having this information handy will make setting up Bill Pay in the new system quick and easy.

As always, thank you for being part of our credit union community. If you have questions or need help along the way, we're here for you—call us at 800-891-3332.



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